

Questions and Answers for Enterprise Voice over Internet Protocol RFP

Q1	Can you please clarify the statement on transport cost to the d-mark? Are you referring to internal cabling bringing the trunks to the PBX?
R1	Transport costs to demarc means your cost proposal should include costs to deliver your services to our data centers.
Q2	Can you please validate the phone models required? Examples of different models of each phone are specified. How many of each model does SOV require?
R2	The phone models were only examples to assist vendor with grouping IP phones into the five categories. The State cannot provide information at this time because the State does not know the needs of its users without options, other than Centrex/ISDN services. The State is seeking information on IP phone options and costs.
Q3	Can you clarify phone models specifications? Many of the phones listed are no longer orderable. Although you list a phone model example, can you get more granular with what is needed per phone model? For example, the number of lines, gig or non-gig, etc.
R3	The phone models were only examples to assist vendor with grouping IP phones into the five categories. The State cannot provide more granular information at this time. The State is seeking information on IP phone options and costs. The State would prefer 1 Gbps IP Phones as an option.
Q4	Is it a requirement to be FedRAMP certified? Please articulate the desire for the certifications you request.
R4	FedRAMP certification is preferred but not a mandatory requirement. Vendors should describe how their solution meets the requirements of policies and publications listed in table 4.1 item 13.
Q5	RFP Table 4.1 - Minimum Technical Requirements, page 14, question 14: Is it a requirement that the proposed system have the capability to use the same soft client across not just iPhone and Android devices but also across desktops, laptops, iPads, and other mobile devices?
R5	This requirement applies to iPhone and Android phones only. If your solution provides a soft client over multiple platforms, the State would be interested in viewing those options.
Q6	RFP Table 4.1 - Minimum Technical Requirements, page 14, question 14: Should this soft client have the capability for Instant Messaging (IM) and Presence regardless of the device that is being used by the State of Vermont employee? Presence and IM provides a constant status of other State employees so that employees can reach other employees easily regardless of where they are working that day. This capability is particularly important to workers that are constantly out of the office with clients and may need immediate responses to complete their jobs efficiently. This IM capability, for example, could be used by a social worker that needs an immediate response to a client’s question from the client’s home.
R6	Although not a minimal requirement, the State would be interested in viewing all the capabilities of your soft client.
Q7	RFP Table 4.1 - Minimum Technical Requirements, page 14, question 14: Is it a requirement that this mobile soft client provide access to a single telephone number regardless of the device being used, i.e., smartphone, laptop, iPad, etc.?
R7	Yes.
Q8	RFP Table 4.2 - IP Telephony Features, page 15, Requirement ID VF-05 Conferencing: Does the State see a need for a tool like WebEx to allow for conference calling, multi-user content collaboration, and presentation tools?
R8	The State is interested in viewing all conferencing features your solution can provide.

	RFP Table 4.2 - IP Telephony Features, page 15, Requirement ID VF-05 Conferencing: What are the specific requirements of the conferencing solution? Most PBXs provide basic conferencing capability within an office environment but the real efficiency and gains from a conferencing solution come from the ability to have access to a robust system from anywhere, anytime for all employees. These conferencing systems can provide audio conferencing via a dial in number, sharing of content to both local and remote resources, and integration to video systems. This integration to video systems can allow a SOV Executive to have a video conference from a room-based system while allowing remote workers dial in to a bridge and see the video and content sharing. This can be very helpful for large agency-wide conferences, quarterly status meetings, major announcements, training etc. Can you please elaborate on which of these conferencing functions is a requirement of the RFP?
Q9	
R9	The State does not have a specific conferencing requirements. The State is looking for vendor to provide information on their conferencing features.
	RFP Table 4.2 - IP Telephony Features, page 15, Requirement ID VF-05 Conferencing: Is there a requirement for room-based systems to be able to video conference to remote workers in other offices via laptops etc. and to workers at their homes via a soft client?
Q10	
R10	The State does not have a specific conferencing requirements. The State is looking for vendor to provide information on their conferencing features.
	Does the State have an analog Port count for the sites listed in the RFP?. For example .. Number of Fax machines and Analog phones at each of the sites to determine how to size and price the
Q11	Survivable Branch gateways?
R11	The # of analog (i.e., Centrex) lines was provided in updated Attachment G. Support for existing analog lines is not part of the scope of this project.
Q12	Should we assume each survivable site will maintain a SIP/PRI/POTS CO lines based on the size of the site?
R12	You cannot assume this information. The State is looking for a survivable solution from a vendor. We will consider all survivable options.
Q13	Would the State like the IP phones to be survivable at each site or dependent or redundant network connections?
R13	The State is interested in what options for remote site survivability your solution supports
Q14	For Branch Office survivability do you want the ability to make calls outbound during a WAN failure?
R14	Yes
Q15	For Branch Office survivability do you want the ability to receive calls during a WAN failure which would require distributed PRI/SIPPOTS lines terminating into each branch office?
R15	The State is looking for a survivable solution from a vendor. We will consider all survivable options.
	Should we provide the same level of Survivability for each of the small, Medium, Large, Enterprise Survivable sites? For example would a Small site just require analog backup phones vs. a Survivable
Q16	Branch appliance – An example would be Lync SBA or Cisco ISR with SRST for reference?
	The State has not determined levels of survivability or whether it will be based size of location. This will be determined by cost(s) of proposed solutions and services those sites provide to the general
R16	public. We will consider all survivable options.
	Section 5.8 indicates a maximum contract period of (3) three years with the potential of two additional 1-yr option periods, yet the Cost Model is expected for seven years. Will the State clarify during
Q17	the webinar the term of the anticipated agreement as it materially impacts the amortization of capital investments?
R17	The State will negotiate the contract term with the selected vendor.
	Regarding the contemplated Term of the Agreement – Does the State desire 3 years plus two one-year renewals (total 5 years please cross-reference RFP Section 5.8.)? Or Seven years as represented in
Q18	the pricing spreadsheets?
R18	The State will negotiate the contract term with the selected vendor.
Q19	Can the State provide inbound usage statistics for both local and toll free for the Call Centers (number of calls, duration of calls in minutes)? Please reference clarification Question 48.

R19	The State cannot provide this information.
Q20	Can the State provide the number of voice mail boxes the State will require?
R20	Up to one per user
Q21	How many current DID's need to be ported?
R21	9,000
Q22	Do you need new DID's? If yes then how many?
R22	Possibly...will be determine site by site as the project progresses.
Q23	How many Toll Free numbers need to be ported?
R23	Unknown at this time.
Q24	How many IP Fax lines are required?
R24	Unknown at this time. This will be a demand service and will be determined by the business needs.
Q25	The bid requests the financial standing of the "vendor." Should the Manufacturers in which the Vendors are representing in their bids also submit their financial standing?
R25	The state does not require that at this time. It may be requested at time of vendor presentations or before contract negotiations commence with a preferred vendor(s).
Q26	How is the State asking the vendor to provide the endpoints? As part of the HCS service or resale?
R26	The State is willing to consider it to be part of the hosted cloud service or purchasing outright.
Q27	Please add the approximate user counts for each site to Attachment G.
R27	Published in the update Attachment G.
Q28	Please provide the total quantity of users at non-survivable sites.
R28	The State has not determined which sites are survivable or non-survivable.
Q29	Please provide requirements for phone types and features.
R29	We are looking for a vendor to provide us with multiple phone type options. Phone features were provided in Section 4.2 of the RFP.
Q30	Are expansion modules required for additional line appearances? If so, please describe.
R30	No.
Q31	Does the customer require on-site station reviews of existing phone sets and user information, or can the customer provide the onsite station review information?
R31	The State is looking to replace all handsets with a physical VoIP phone or a soft client.
Q32	Does the State plan to do the Session Border Controller via tele-install themselves or would they like the vendor to install the SBC?
R32	The state prefers installing all VoIP related hardware with a vendor partner present.
Q33	Will the SBC be serving as the disaster recovery ATA? Does it have enough ports? Will additional ATA's be required for disaster recovery?
R33	This information is unknown. The State is seeking solutions from vendors that will provide a survivable system.
Q34	Does the State want to self-install the phones themselves?
R34	Yes.
Q35	Does the State want vendors to install the phones after hours?
R35	No.
Q36	How many users need to be configured vs. the number of phones to be installed? Any differences?

R36	There may be more users then phones, but is depedent on the business needs.
Q37	Does the State need vendors to extend and DEMARCs as part of the install ay any sites? How many? Normal hours or after hours?
R37	This information is unknown to the State at this time. The State wants vendors to propose a solution based on the information found in the RFP.
Q38	Does the State need an AC Protection Network Appliance installed (power surge arrestor for the circuit itself)?
R38	This information is unknown to the State.
Q39	Does the State need vendors to install or reconfigure any LAN switches? How many per site? Do they need this done after hours?
R39	No.
Q40	Does the State need vendors to install or reconfigure any Firewalls? How many per site? Do they need this done after hours?
R40	No.
Q41	Does the State need vendors to install or reconfigure any ‘non-disaster recovery’ ATAs? How many (Small is 2-8 ports / Large is 12-24 ports)? Do they need this done after hours?
R41	This information is unknown to the State.
Q42	Does the State need the vendors to install or move any UPS? How many per site? (Standard is 49 pounds and less / Large is 50 plus pounds)? Do they need this done after hours?
R42	No.
Q43	Does the State plan to plug PCs behind the phones?
R43	Yes.
Q44	Does open rack space already exist for the SBC or any new LAN Switch, Firewall, ATA, or UPS?
R44	Dependent upon the solution selected, the State will make resources available to support a VoIP solution.
Q45	Does the State require on-site station reviews or do they plan to do them remotely?
R45	The State will provide the selected vendor with all the detailed information necessary to ensure a successful implementation of a VoIP solution.
Q46	Does the State have the necessary LAN Infrastructure to support the additional equipment offered?
R46	Yes.
Q47	Requesting copy of Attachment Economic Modeling Questionnaire referenced in item 7.15
R47	The current forms, including the Econometric Modeling Questionnaire can be found at: http://bgs.vermont.gov/purchasing/forms .
Q48	Do Section 8 Tables in the word document need completed or only in Attachment J.
R48	Only Attachment J.
Q49	Will answers to any questions submitted outside of today’s call be published and shared with all vendors?
R49	Yes.
Q50	Please confirm M/D/Y for closing as it is not completed in item 10.1.
R50	February 24, 2015, 3:00 PM EST.
Q51	Table 4.2 – Telephony Features (APVF-16_ What is meant by describe device mobility?
R51	The State is seeking for users to be able to log into any physical device and have access to their profile features. The State is seeking the Vendor to describe the mobility capabilities of their solution.
Q52	Table 4.3 – Contact Center (OD-04) What is meant by describe agent list campaigns
R52	This refers to agentless dialer campaigns; for example, open reminder calls.

Q53	Will you provide written responses to all questions?
R53	Yes, we will provide written responses, posted officially on Monday by 4pm.
Q54	Will there be multiple contract awards?
R54	Possibly.
Q55	Q&A #9 was about Attendant Consoles and the response was in reference to multiline sets. Are we to understand the response of 918 multiline sets as Attendant/Operator consoles or did the state misunderstand the question?
R55	We interpreted that as our current configuration of ISDN lines. That number may stay the same or not, and may not be applicable to your question.
Q56	Does each ISDN Line represent an ISDN BRI, connected to a single ISDN BRI desk phone with (two B channels)?
R56	Yes.
Q57	Can you clarify the automated provisioning that the state desires or expects?
R57	When we identify auto provisioning, we are seeking a provision that allows us to do things as dynamically as possible, or with remote access. We are looking at it from a streamlined management process.
Q58	Re: Survivability options -is your focus on protecting/redundant transport and/or protecting/redundant premise equipment to ensure uptime?
R58	It's actually more the ability to maintain a voice service at a location, at a reduced service limitation. Provide some voice capability if our WAN solution goes down. More in line with supporting minimum services and 911 as well.
Q59	Section 4.6, can you explain if we need to have an optional employee based in Vermont physically or can it be a dedicated employee remote to the area.
R59	We are looking at either solution. We will weigh the needs and the costs. We prefer a dedicated engineer during implementation, and can be flexible with how that works. We would like a dedicated engineer for ongoing maintenance and support.
Q60	Are the questions we submitted on 1/20 to Brian being addressed as well or are we to ask them now?
R60	You may ask them now if you would like. Answers to the questions to those as well as those asked today will be published by Monday at 4pm.
Q61	In regards to the 36 month installation timeframe/schedule, what is the expected integration/interoperability to existing environment? Both for the average user and the contact center agents.
R61	During the transition period of moving from analog to VoIP, we want to have it transparent to the user whether they are still on analog and interacting with VoIP, and do not want to impact the State during the transition.
Q62	Attachment G has the number of ISDN lines per location. Does that represent the number of call paths used for inbound/Outbound calls at each location?
R62	ISDN and Centrex lines are independent of each other; each provide their own voice service to an end-user.
Q63	Do you want voice survivability at every site listed in attachment G?
R63	That will be determined as we build the deployment plan. We have not currently identified all locations where VOIP must have redundancy.
Q64	Our typical instructor lead training session is for about 15 end users per session. Each session will last about 40 minutes. In order to provide classroom based training for 7500 users it will require 500 classroom training sessions thus increase the price of the solution. How many classroom based training sessions do you require?
R64	The State is not sure how many it will require. It is likely we will implement a train-the-trainer approach.
Q65	Can we not bid the classroom training then?
R65	The State asks that you explain to us what training options you may offer.
Q66	Or will we be penalized if we don't put in classroom training numbers since you are looking at train the trainer.

R66	The State asks that you explain to us what training options you may offer.
Q67	Can you provide a roll out schedule so that all vendors are operating under the same assumptions as this will impact any TCO?
R67	As stated in the RFP, we desire the rollout to be within 3 years, with approximately 2500 - 3000 phones per year.
Q68	Is the state open to an on premise managed solution?
R68	Yes
Q69	Is the state open to negotiating the best price with their preferred carriers? Is it mandatory that the offer also provide SIP trunking carrier services and minutes or can this be contracted between the carrier and state?
R69	Yes, that can be contracted between the carrier and the State. We need a solution that will work with us, and can work with another provider for SIP trunking.
Q70	Has the State invested in a virtual infrastructure and if so would there be interest in leveraging that infrastructure for server consolidation and/or increased survivability and redundancy?
R70	Yes, the State presently has a private cloud, and would consider hosting the VoIP solution.
Q71	Please define what you are looking for on the Cost sheet for Monthly Service.
R71	Are you referring to Attachment J- and if so, which table?
Q72	Yes we were looking in attachement J on table 4
R72	The State is looking for your solution costs to deliver VoIP services to individual sites, dependent upon size provided.
Q73	Are you looking for a unit cost for phones?
R73	Yes
Q74	Will all locations be included in the contract award? And will the three year term commence upon installation of individual locations or on execution of the agreement?
R74	The contract will commence on the execution of the agreement. The State is allowed to extend up to 5 years, possibly longer. All locations listed on the VOIP sites (Attachment G) shall be included in the scope.
Q75	Will all locations be included in the contract award?
R75	Yes.
Q76	Will the three year term commence upon installation of individual locations or on execution of the agreement?
R76	The contract begins upon the execution of the agreement.
Q77	Will the State require selected bidders to run fixed telephony/uc pilots before final decision in contrast to demonstrations?
R77	No, we will only do a pilot site after a contract is awarded.
Q78	On Attachment J table 4- do you want a unit cost per survivable site?
R78	Yes.
Q79	Are CJIS and IRS certfiications required only in a Hosted delivery?
R79	No, they are required for hosted or on-premise.
Q80	The monthly service plans call for all costs including transport to demarc, however the earlier question suggested that the transport could be direct with state, are we to include an estimate for modeling purposes?
R80	If your solution requires transport to demarc then you need to include it, if it does not, then you do not need to include it.

Q81	Can the State provide inbound usage statistics for both local and toll free for the Call Centers (number of calls, duration of calls in minutes)and is this being answered in writing on Monday with the other Contact Center information?
R81	CY 2014 ACD system had 960,307 Incoming calls and 295,854 outgoing calls. However, it varies month-to-month.
Q82	Can the State provide the number of voice mail boxes the State will require?
R82	Up to one per user.
Q83	Regarding Attachment G, the quantities do not match exactly what is on the Cost Model for survivability. Which is correct? Will you adjust Attachment J to match Attachment G.
R83	Yes, Attachment J will be adjusted to match attachment G.
Q84	The State suggests it is looking to reduce telecommunications cost. Is a reduction in the overall cost a requirement for the basis of an award?
R84	Yes.
Q85	Can you elaborate on the IVR applications needed, and use of the IVR in the state?
R85	The State lacks sufficient information to respond to this question.
Q86	What is the current cost? How do we know if we are proposing a reduction if we do not know the current cost?
R86	The State declines to provide current costs at this time.
Q87	Are we to assume that all handset locations have a data jack available for an IP phone today? If not how soon will they be ready?]
R87	Yes, they are available today.
Q88	Would the state prefer a faster roll out tha the one suggested earlier?
R88	The state would like the vendor to propose a rollout schedule.
Q89	Does the state have a amount budgted for the implementation cost?
R89	The State declines to discuss budget information.
Q90	Would the state prefer that implementation prices be included in the cost per user rather than paid in advance?
R90	The State is interested in any cost model that you propose.
Q91	Will the state publish a list of all vendors that participated in the call today?
R91	The State will not publish the list of vendors who participate in the call.
Q92	Will there be any more oportunties to ask questions?
R92	No more questions accepted after completion of bidder's conference.
Q93	You stated earlier SIP trunking carrier services and minutes may be contracted between the carrier and state. We need a solution that will work with us, and can work with another provider for SIP trunking. Yet you are asking us to include local calling within VT in our price. If you are willing to contract directly with carriers should local calling bid as a separate line item?
R93	Yes.
Q94	On attachement j table 4 do you want unit costs per site?
R94	Yes.
Q95	Will the q and a from this session be published?
R95	Yes.

Q96	Will the State allow discovery mechanisms running in a hosted facility to promiscuously snoop State networks in order to determine location for e911 purposes or should the proposed solution be capable of determining location without snooping/discovery and if so will the State please provide waivers for the security requirements in Table 4.1 Item 13 for which this promiscuous snooping would violate? (This is not covered in the referenced FCC e911 requirements.)
R96	The State will have to investigate this further.
R97	Are you giving preference to solutions that are co-located outside of the state of vermont's data centers?
R97	No.
Q98	On attachment j table 5 would you like a unit cost per phone type? Also if we have more than one basic phone type would you like to see all options?
R98	Yes to both questions.
Q99	You stated earlier SIP trunking carrier services and minutes may be contracted between the carrier and state. We need a solution that will work with us, and can work with another provider for SIP trunking. Yet you are asking us to include local calling within VT in our price. If you are willing to contract directly with carriers should local calling bid as a separate line item?
R99	Please see response to the same question asked earlier.
Q100	Would the state consider a single 5 year agreement in addition to a 3 year with an optional extension?
R100	The contract term will be negotiated with the selected vendor.